Families depend on fast, secure, and certain ways to send and receive money abroad.

**Sending more international payments**

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021</td>
<td>44%</td>
</tr>
<tr>
<td>2020</td>
<td>38%</td>
</tr>
</tbody>
</table>

**Receiving more international payments**

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021</td>
<td>43%</td>
</tr>
<tr>
<td>2020</td>
<td>36%</td>
</tr>
</tbody>
</table>

Two thirds (63%) of people send cross-border payments to financially support family, friends, and children abroad.

- **49%** say “I have sent more money internationally because I have been concerned about my family abroad.”
- **45%** say “My family abroad are still struggling from the coronavirus pandemic and need my financial support.”
- **40%** say “If I couldn’t have sent money back to my family during this time, they wouldn’t have been able to survive financially.”

**Preferred Solutions**

Digital payment solutions are preferred, but significant use of over-the-counter services and cash is testament to people’s desire for choice.

- **90%** choose an online solution that keeps their information secure.
- **73%** choose an online solution that delivers funds in 24 hours or less.
- **30%** choose an online solution that provides confirmation when funds are received.

**Transaction Speed, Security, and Certainty**

Transaction speed, security, and certainty remain top-of-mind for senders and receivers of cross-border payments.

- **41%** choose an online solution that keeps their information secure.
- **39%** choose an online solution that delivers funds in 24 hours or less.
- **33%** choose an online solution that provides confirmation when funds are received.

**The Future of Borderless Payments**

Cross-border payment providers should focus on six areas for improvement to meet people’s needs for sending and receiving money around the world:

- **Tighten security and educate users**
- **Ensure transaction transparency**
- **Broaden payout options and channels**
- **Spend up digital payments**
- **Grow network reach**
- **Continue to improve pricing**

**For more information, visit**